



GREAT INNS OF THE ROCKIES

EMPLOYEE MANUAL

WELCOME TO THE GREAT INNS OF THE ROCKIES

You have the opportunity to become part of a young and growing company. We want you to understand our philosophy of customer-oriented service in all aspects of the hotel. Every long-term employee at The Great Inns of The Rockies has that feeling of commitment, of belonging, and being part of a family which is building something special. Around here no one says, "that's not my job."

As you go through your orientation, you will see that what makes The Great Inns of The Rockies "special" is our people. Welcome to our home! The "special" way our customers are treated is what makes us successful.

OUR GUESTS COME FIRST

Think of all the guests as if they were coming into your home. Communicate with them at all times - eye contact, a brief hello, a smile, a nod or a conversation.

Know the property. Study this manual and be able to tell the guest anything he or she wants to know. Answer any questions. If you don't know the answer, find out, then seek out the person asking the question to provide the answer.

CUSTOMERS are the most important people in every business.

CUSTOMERS are not dependent on us. We are dependent on them.

CUSTOMERS are not an interruption of our work, they are the purpose of it.

CUSTOMERS are not just money in the till; they are humans with feelings like our own.

CUSTOMERS come to us with their needs and wants. Our job is to fill them profitably, to them and to us.

CUSTOMERS are affected by the way each of us does our work - no matter how far away they may seem.

CUSTOMERS' good opinions of us and our work are most valuable assets. Anything we can do to improve their opinions of us is important.

CUSTOMERS expect value for the money they spend with us. If we don't give them good value, they'll go elsewhere to get it.

CUSTOMERS deserve the most courteous attention we can give them. They are the lifeblood of this and every business.

CUSTOMERS PAY OUR WAGES. Without them we would have to close our doors.

DON'T EVER FORGET IT!

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PROPERTY HISTORIES

SECTION I

GENERAL HISTORY OF THE HOMESTEAD

In 1886, Swiss-born Simon Schneitter farmed the acres where The Homestead now stands. However, his most abundant crop was pot rock, a mineral debris of the troublesome warm springs that made his alfalfa soggy. Smack in the middle of the Schneitter farm was the grand daddy of all springs, a "Hot Pot" which sloshed warm water from unreckoned depths. His neighbors began dropping in to bath here and soon they invited their neighbors until Simon Schneitter found himself hosting buggyloads of visitors from nearby communities.

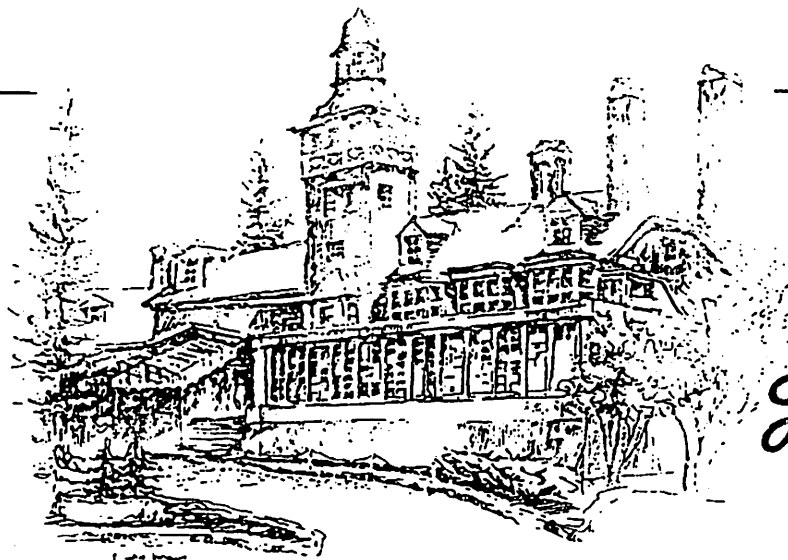
Enterprising gentleman that he was, he saw a future in these visits that he hadn't see in farming pot rock and so building a board-enclosed pool and piping it full of water from the hot pot, he opened the area's first resort and called it Schneitters' Hot Pots.

Often his visitors would climb out of the pool hungry, Simon's wife Fanny took to the kitchen and soon the word spread that her chicken dinners were as much worth coming for as the swimming. Eventually, a public dining room was added to the south end of the old family home, now the "Schneitter Family Hotel" (formerly the Virginia House), and the resort became a leading attraction throughout Utah.

In 1952, the Whitaker family, Californians with no experience in the resort business, came to vacation and never went home. Purchasing the property from Simon Schneitter's descendants, they changed its name and appearance but left unhampered the rural atmosphere and hospitality for which Schneitters were famous. Many of the waitresses are descendants of the fine old Swiss families who immigrated to Utah nearly one hundred years ago. A tradition of good food continues at The Homestead and will last as long as the hot pot bubbles.

Since that time, The Homestead has had three additional owners. The present owners' dream is to one day develop a number of fine country inns in the southwest area of the United States. Their first property, The Lodge, in Cloudcroft, New Mexico, was purchased in 1983. It has been developed into one of the finest and most successful country inns in North America. The Homestead is currently under a complete renovation project which will restore and even surpass its former state. There are continuing plans to build a spa and fitness center. Forty-nine additional rooms in the present bungalow style are under construction. Expected completion is February 1989. We have also been awarded the concession for the cross country ski area at the Wasatch Mountain State Parks. We have made the commitment to develop a major cross country ski resort. Our 18 hole championship golf course is under construction and should be completed in late Summer 1989. We have recently purchased 30 new Polaris snowmobiles which are available for rent on guided tours at Wasatch State Park.

The Homestead is Utah's most famous country resort, established in 1886. It offers 43 individually decorated guest rooms, restaurant and several banquet and convention rooms. Activities available to guests of The Homestead include swimming year-round, horseback riding, cycling, tennis, sleigh riding, snowmobiling, cross country skiing, ballooning, and much more. Other activities include riding the Heber Creeper through beautiful Provo Canyon; fishing, sailing and boating in nearby Deer Creek Reservoir; gliding over scenic Heber Valley; and golfing on Wasatch Mountain State Park's 27 hole golf course. Wasatch Mountain State Park is Utah's largest State Park, 23,000 acres in size, and is located only one mile from The Homestead.



Lodge
Since 1899

A Brief History of the Lodge

Originally constructed in 1899 by the Alamogordo and Sacramento Mountain Railway as a byproduct of the railroad's search for timber for railway ties, the resort of Cloudcroft became an immediately successful mountain retreat . . . a cool reprieve to thousands of over-heated Texans. (Remember that New Mexico, Oklahoma and Arizona were not states at the time.) Owned and operated by the railroad, the resort's initial building was a pavilion (now the Pavilion Inn) with kitchen, dining room, reception and ballroom.

As the actual log-constructed Lodge neared completion in 1899, an article in the Albuquerque Journal-Democrat reported, "This beautiful building will be known as Cloudcroft Lodge and its interior will be furnished with a lavish hand, yet in keeping with the character of the place. Fireplaces, with wide, hungry mouths, will sparkle and crackle and dart forth welcome tongues of flame to hundreds of merry guests, who will find a new pleasure in life during the long, sultry summer."

In 1906, the El Paso and Southwestern Railroad System, the resort's new owner, advertised that the hotel, restaurant, dancing pavilion, tennis court, golf links, bowling alley, billiard parlor, burro trips and children's playground were accessible for weekend rates of \$3.00 round trip. Lodge rates were \$12.50 and up per week.

On June 13, 1909, a disastrous fire destroyed the Lodge. But by 1911 The Lodge had been rebuilt and reopened on its current, more scenic site. Since then it has undergone numerous renovations, but the initial appearance remains almost unchanged.

Over the eighty-seven year history of The Lodge, thousands of Southwestern families have called The Lodge and Cloudcroft their summer home. The Lodge has entertained and hosted hundreds of politicians, artists, entertainers, and business leaders including such notables as Pancho Villa, Judy Garland and Clark Gable. Gilbert Roland was known to frequent The Lodge. Both U.S. and Mexican government officials have long visited the historic hotel. Military leaders, scientists and astronauts from all over the world have made The Lodge a retreat during their visits to White Sands Missile Range, Holloman AFB and Fort Bliss. And, in fact, the most famous hotelier in the world was once associated with The Lodge: Conrad Hilton managed it in the 1930s.

In May, 1983, The Lodge was purchased by a partnership led by Jerry and Carole Sanders. The Sanders, with hotel experience in Switzerland and Colorado, have undertaken to restore The Lodge to its former mountain elegance and "make it one of the finest country inns in the United States."

**INFORMATION ON
"FREQUENTLY ASKED QUESTIONS"
ABOUT YOUR PROPERTY**

SECTION II

SOME FREQUENTLY ASKED QUESTIONS ABOUT THE HOMESTEAD

Who owns The Homestead?

The Homestead is owned by a closely held company, of which Carole and Jerry Sanders are principal shareholders. Their dream is to have a number of fine country inns in the southwest area of the United States. Their first property, The Lodge, in Cloudcroft, New Mexico, was purchased in 1983. It has been developed into one of the finest and most successful country inns in North America. The Homestead is currently under complete renovation project which will restore and even surpass it's former state. In addition to room, restaurant and public area renovations, they recently have developed a cross country ski area concession and a snowmobile operation at nearby Wasatch State Park. There are continuing plans to create and build a major spa and fitness center and an international ice skating arena. Forty-nine additional rooms in the present bungalow style, an 18 hole championship golf course and a guest ranch program are currently under construction.

Who owned the property before the resort was built?

The site on which The Homestead now stands was originally the Schneitter Farm. It is for this reason that some of our buildings are named the Schneitter Family Hotel (the original property), the Ranch House, Farm House, Milk House, The Barn etc. Photographs of the Schneitter Farm may be seen in the dining room.

What credit cards does The Homestead honor?

Room charges and meals may be billed on Master Charge, Visa, and American Express.

What are check cashing procedures?

While a guest at The Homestead, customers with approved credit may cash a check up to \$25.00 at the front desk. Larger checks may be cashed only with approval from the General Manager or Manager on Duty. Two (2) forms of identification are required.

Where are the ice and soft drink machines?

Ice may be obtained at the front desk. Soft drink machines are located at the entrance to the indoor swimming pool and at the southwest side of the Ranch House.

Do you have a resort doctor or dentist on call?

We do not have a house physician or dentist on call. However, the Yellow Pages of the Heber City telephone directory list physicians and dentists by specialty. In an emergency, we will contact the Wasatch County Ambulance Service or refer you to the emergency room of the Wasatch County Hospital.

Where is the pay telephone?

The pay telephone is located at the entrance to the dining room.

SOME FREQUENTLY ASKED QUESTIONS ABOUT THE HOMESTEAD (CONT.)

Where are the stables?

The stables are located at the north end of the main parking lot.

May I use your front desk or concierge phone for a personal call?

Due to the number of business calls received, we ask that guests and employees use the pay telephone.

Where is the water fountain?

A pitcher of water and glasses are located in the lobby. We also offer complimentary coffee and hot teas to all hotel guests each morning in the lobby.

What are the liquor laws in Utah?

Containers of alcoholic beverages in State of Utah Can be purchased only at government authorized state liquor stores. The legal age for the purchase and consumption of alcoholic beverages is 21.

Buy It In The Bag: A State Liquor Store is located in the 100 South block on Main Street in Heber City, Utah .

Buy It In The Bottle: Minibottle stores are located within certain restaurants, usually at the hostess station. They sell drink-sized bottles of liquor and wine for consumption on the premises with meals. The Homestead has a restaurant mini bottle license. Mini bottles and wine can be purchased from your server with your dinner order. Set-up (mixers for your liquor) and corkage fees (uncorking wine and offering glasses) are charged. Credit cards and checks may be accepted. You can "brown bag" your own liquor to any restaurant.

Buy It By The Drink

Private Clubs: Sell cocktails, wines and beer to members and guests of members. Memberships and guest memberships are available at each club for a small fee. Inquire at your lodge or a private club for details and club locations. "Brown bagged" liquor is allowed in our private club, but must be kept by the bartender behind the bar.

Beer bars: Sell beer only, but "brown bagged" bottles are permitted. There is a set-up charge for "brown bag" mixers.

You may not leave the restaurant or private club with an open container of alcohol purchased at the establishment.

SOME FREQUENTLY ASKED QUESTIONS ABOUT THE HOMESTEAD (CONT.)

What is Fanny's?

Fanny's is a private club where liquor can be purchased by the drink (named for the Homestead founder, Simon Schneitter's wife Fannabelle). Annual employee and guest memberships are available. Please check with the front desk for complete information.

What is the large dome next to the pools?

The dome is a geophysical structure formed from the build-up of sediment from the hot mineral water flowing out of the ground. There are a number of "hot pots" in the area. The Homestead's is the largest active pot. Our pools are filled with spring water and heated by natural gas. We do have one natural hot mineral bath at the base of the dome. The dome is approximately 90 feet down to the surface of the water. The water itself is over 100 feet deep holding a temperature of around 92 degrees.

What is The Homestead's AAA rating?

The Homestead is one of the few properties in Utah to receive the American Automobile Association's prestigious Four Diamond Rating signifying excellence in lodging accommodations, food service, and overall excellence in friendliness, training, and service of the entire hotel staff.

What is the Sanders' background?

Mr. Sanders was most recently the owner of an international business consulting firm that helped U.S. Companies find overseas business partners. Prior to that he owned a hotel in Aspen, Colorado and a large advertising agency based in Los Angeles. Mr. and Mrs. Sanders managed a hotel in Zermatt, Switzerland for friends in 1976, which is what interested them in the business. They last lived in Newport Beach, California. The Sanders' currently live in Park City, Utah.

EMPLOYEE POLICIES

SECTION III

EMPLOYEE POLICIES

Hotel/Restaurant Benefits

Working in a resort environment, while hectic and very busy, provides some unique benefits. We want all of you to experience and enjoy the facilities whenever possible.

After your two (2) week trial period, we would like every new full-time employee and spouse to stay one (1) night and have a dinner and a breakfast as our guest. We feel that by this experience, you can better understand what we, at the Great Inns of the Rockies, are striving to accomplish. Check with your supervisor for details on the overnight stay.

Rooms at either The Lodge or The Homestead are offered at 50% discount on a space-available basis for the employee and their immediate family (The employee must be present; "immediate family" is defined as the employee's spouse and those living with the employee who are under the age of 18.)

All facilities are available to employees and their immediate families on a space-available basis. Personal guests can occasionally be accommodated on a per-visit "permission-only" basis. Permission must be given by either the General Manager, the Manager on Duty or Mr./Mrs. Sanders.

We want you to experience our dining rooms. Each full-time employee may bring up to three guests, one time per month, for breakfast, lunch or dinner at a 50% discount. Food only is included in the discount. This is again on a space available basis. Please contact the innkeeper or food and beverage manager at least 24 hours in advance.

Any additional discounts and benefits on services or hard goods such as lift tickets, airline tickets, car rentals, etc. which can be feasibly passed on will be arranged as is possible. Please consult the Appendix to this document or the Office Manager for current availabilities.

Great Inns Employee Transfers

The company attempts to exchange employees between properties when circumstances allow. This is an opportunity to compare the properties' advantages and disadvantages. It is a work and educational experience, not a vacation.

During your stay, your room and meals will be paid. Meal selections will be outlined by the chef. You will be offered employee meals or a limited menu. We would like you to eat one lunch, one breakfast, and one dinner off of the menu in the dining room. Although certain menu selections will not be available, liquor, gifts and other services must be paid for by the employee.

Remember, this is an observation experience. Do not compare, criticize, or volunteer information. Do so only when asked specific questions or if you have a question and want more information. Each property does some things more efficiently than the other. We want to use the best ideas from each property to help all the others improve.

You are a working guest. Represent your property in the best way possible.

EMPLOYEE POLICIES (CONT.)

Appearance

Most social psychological studies show that the single most important factor in liking someone in a first-time encounter is physical attractiveness. Your first impression upon the guest will be the way you look. They may not specifically think "her apron is dirty"; "his hair isn't combed"; "shoes aren't polished", etc.; but the overall physical impression will be there consciously or subconsciously. Your physical impression must be set before coming to work and before going on duty. Periodically through your shift, take a physical inventory. Start at your feet and work up. Look the best you possibly can at all times. This enhances your self image, the customers' image or perception of you, as well as the image of our hotel. Regardless of your area of work, do all you possibly can to look your best at all times.

General

Service is our business and we want you to be the best you can possibly be at serving our guests in your particular area. Our industry has a very high turnover rate. At The Lodge and The Homestead we are considerably below industry standards in turnover rates. We believe our high rate of retention speaks for our commitment to the most important asset in our business -- you!

We are a young, growing company -- complete with the growing pains. We will be constantly training, trying new techniques and ideas. We need your help; whenever questionnaires are distributed, please fill them out. If you have an idea, suggestion, complaint, or compliment, communicate it to your supervisor or leave it in an envelope for the General Manager. We need your assistance and value your input.

Communication

An effective communicator must:

- a) LISTEN, LISTEN, LISTEN
- b) Interpret the message
- c) Think about the message and your response
- d) Respond to the message
- e) Follow-up to make sure your response is understood

Think of the old game where a brief story is told around a circle. What has happened to the story by the time it reaches the last person? When was the last time someone gave you incomplete written or verbal information or whose tone of voice left you wondering "did he really mean what he said?"

We are all guilty of giving incomplete or inaccurate messages or assuming someone else knows what is happening.

EMPLOYEE POLICIES (CONT.)

Communication (cont.)

Unfortunately, this happens all too often. The sales secretary misunderstands the convention coordinator who didn't hear the marketing director who thought the customer said this instead of that so the chef cooked the prime medium but the prep cook thawed out baron of beef because that is what she thought the function sheet said. That may sound ridiculous but think about it, similar situations happen in every department from time-to-time, creating extra work and lost revenues.

We hold staff meetings weekly at each property. This is a good start, but once these meetings are over the information must be correctly communicated by the supervisors to their staff. Any new information coming in after the staff meeting must be communicated inter-departmentally to the supervisors and in turn to their respective staffs.

Each department will hold a brief weekly staff meeting of their own. It should follow the same general guidelines as the management staff meeting. For small departments, this may be a very brief meeting. For larger departments, you may have to hold several brief meetings so that all staff members get a chance to attend. The meetings can be held in conjunction with your weekly training sessions. The reason for these meetings is to communicate any new information, changes in policy, or just to air any grievances. These meetings and training sessions are to be outlined in your weekly goal analysis sheets (supervisors only).

Each one of you are the solution to communication problems. Remember to listen and be certain you understand the information you receive and be certain you are accurate and complete in the information you transmit.

Employment Regulations

Beginning September 3rd, 1986, all newly hired personnel must provide proof of citizenship or green cards.

All persons under 21 years of age must provide proof of age.

All persons working with liquor must be 21 years of age or older and must provide proof of age.

Parental release forms must be signed for all persons under 17 years of age and/or in high school.

The above are dictated by federal and/or state laws. You will not be allowed to work if this information is not provided.

All new Great Inns employees are hired on a two-week "trial period" basis followed by a 90-day probationary period. Reviews will be held after the first two weeks and the first 30 and 90 days. Final review will determine if your job performance is satisfactory. At this time you become eligible for the insurance program. After the initial ninety (90) day probationary period, scheduled job performance reviews will be held every 180 days (6 months) from date of hire. The performance reviews will be kept in your permanent file and will be one of the determinants for wage raises and/or additional benefits.

EMPLOYEE POLICIES (CONT.)

Health Insurance

Great Inns employees who work a minimum of 30 hours per week, are eligible for coverage under our group insurance program after 90 days of employment. \$7.50 (approximately 10%) per month of insurance costs for employees are paid by the company. Contact the payroll personnel manager for information on this program and an application form.

Worker's Compensation Insurance

Worker's Compensation Insurance provides medical expenses and compensation for on-the-job injuries which inhibit your ability to return to work immediately. Any accident, no matter how minor, must be reported immediately to your direct supervisor.

Long-Term Employment

We appreciate employees who have given the company long-term service. Long-time employees will certainly receive all reasonable and possible job protection. You can be certain of fair treatment and know that we will attempt to provide career opportunities with Great Inns of the Rockies.

Wage & Time Clock Policies

Wages are not topics for discussion at any time. Staff personnel may not be aware of all variables used by management in determining wage rates. Please do not discuss wage rates with anyone other than your supervisor.

TIME CLOCK - All employees are responsible for clocking in and out at their scheduled times. Supervisors will review the time cards to verify your hours. All employees must punch their own time card. Clocking in for someone else can result in your immediate termination.

Clock in ready to begin work. If you are not ready (changing uniform, etc.), **DO NOT CLOCK IN!**

When working in other departments, please clock in department number or note the department next to that day's hours.

All hourly employees taking a scheduled meal break must clock out and in for the break.

OVERTIME - All overtime must be authorized in advance and signed on an Exception Report by your supervisor before the overtime is incurred. (See below)

EXCEPTION REPORTS - Exception Reports must be filled out for overtime, failure to clock in or out, variances in pay, etc. Report forms may be obtained from your supervisor.

EMPLOYEE POLICIES (CONT.)

PAY PERIODS - Payroll is calculated biweekly, closing on the second Saturday of the pay period. Paychecks are available in the Accounting Office after 2:00 p.m. on the second Monday after pay period ends. All paychecks must be signed for by the employee receiving his/her check.

PAY ADVANCES - Pay advances are discouraged. Under no circumstances will they be allowed for more than 50% of wages due to the employee. Pay advance forms must be filled out and signed by the direct supervisor and the General Manager or Innkeeper. Requests for pay advances must be submitted a minimum of 24 hours in advance.

HOLIDAYS - Although we try to be flexible, vacations during summers and holidays cause undue hardship on both the business and your fellow employees. Time-off and vacations must be scheduled around these times. In no instance may time off or vacation be scheduled during July and August. Holidays for hourly employees are not paid. Those working holidays will be paid at their regular rate. Seasonal or summer employees will not be allowed additional time-off other than their regularly scheduled days. Summers and holidays represent the bulk of any resort hotel's business. We are certain you will understand our reasons for these policies and work with us during our peak seasons.

Vacation

After one (1) full year, one (1) week vacation is paid. One week vacation is defined as five days paid and your regularly scheduled days off for a maximum total of five days away from work. It must be scheduled and taken in the second year. Two weeks paid vacation will be given for employees with three full years service. It must be scheduled and taken the following year.

VACATION PAY - Part-time employee vacation pay is based on the average number of hours worked per week (maximum of 35 hours) during the previous year. Full-time employees (35 hours and above) are paid for 35 up to 40 hours per week. Tipped employees are paid at minimum wage or their hourly wage, whichever is greater.

All vacation time and pay shall be scheduled with your direct supervisor or manager. Your vacation request must be turned in a minimum of 30 days prior to your requested time. Your supervisor will provide necessary paperwork.

Vacation pay will not be paid if time is not taken. You must actually take your one (1) week off or forfeit the right to that pay. Vacations will not be pro-rated should you leave prior to completing your first year of employment.

Should termination occur after your first year of employment, accrued vacation pay to the date of termination will be paid.

When you work hard, you deserve a break and a change of pace. Schedule your vacation and enjoy it.

SICK LEAVE - Days lost due to illness are not paid.

EMPLOYEE POLICIES (CONT.)

Leave of Absence

Should it become necessary that you be absent from work for pregnancy or for temporary military duty for a period of seven (7) days or more, and you have used your vacation time, we will grant you a leave of absence providing you have been employed by the company for at least one (1) year. If you must be absent for other reasons, we will consider your request for leave of absence. Such a leave of absence may be granted for up to six (6) months. Although your wages stop during your absence, you may return to your old job or another without losing seniority or your job benefits. Your medical insurance may be maintained under such circumstances by complying with the terms of the Cobra Act, a copy of which is provided by law upon your leave.

To obtain a leave of absence, you must give a written request to the General Manager explaining the reason for your leave and stating the length of time that you expect to be absent. The General Manager will review your request and a decision will be given as quickly as possible.

A leave of absence cannot be granted for more than six (6) months unless you are called to military duty. In this case, your leave will be extended for the length of your service. As previously stated, leaves of absence cannot be granted for employees with less than one (1) year's service.

Keys

All keys must be signed out and in at the front desk. There is normally a ten (10) minute time limit on key usage. Except for special circumstances previously approved by the General Manager, the key must be returned in that time period. If keys need be signed out for a longer period of time, state reason and time period for sign-out.

Parking

Please park in areas designated for employee parking only. (See Map) Other parking must remain open for guests.

Uniforms

Uniforms or partial uniforms are provided in all departments. Your supervisor will inform you of specific dress codes for your department and issue your uniform. A uniform receipt must be signed by all employees receiving uniforms. You must conform to the Great Inns dress code for your property and department. Please see your supervisor for these guidelines.

EMPLOYEE POLICIES (CONT.)

Dismissal Policies

Written corrections will be issued by your direct supervisor for job performance failure in areas outlined in the employee conduct policy. Every written correction will be reviewed by the General Manager or Innkeeper. Written corrections will specifically outline the infraction, allow for your comments and outline what is expected to correct the situation. The correction must be signed by the employee and the supervisor with each receiving a copy and one copy kept in the employee's permanent file. If the employee refuses to sign, a second supervisor must sign as witness of the refusal. The same copy procedure is followed.

Three written corrections in any twelve (12) month period will result in immediate termination without eligibility for rehire.

Following a first or second written correction, satisfactory performance reviews for a six (6) month period will be considered by the department supervisor and General Manager/Innkeeper for return of the employee to good standing.

"KNOW YOUR PROPERTY"

SECTION IV

KNOW YOUR PROPERTY

Please keep current with your property. Know the rates, activities and hours for the facilities. Pick up a current brochure from the front desk every three months. Try to be in tune with the seasons and the different area activities.

This section is also a great place to keep newsletters on the properties.

THE HOMESTEAD

Dining Room

Our "Currier & Ives" dining room offers casual country elegance for breakfast, lunch and dinner seven (7) days a week. On Sundays we offer our spectacular Country Inn Brunch. We have developed a unique menu offering what we call "Classic Country Inn Cuisine", which offers a hearty six-course meal with dramatic flambe' dessert presentations nightly as well as standard course offerings. Our hours are adjusted seasonally. Please check with the Front Desk for correct hours. We pride ourselves on being one of the finest and most friendly restaurants in the area.

Private Club

Fanny's Private Club offers a snack bar and menu items during the summer season as well as alcoholic beverages year round. Annual employee and guest memberships are available.

Banquet, Reception and Convention Facilities

Our convention facilities are designed to accommodate all size groups. We strive to extend the same courteous service to all - whether it be a group of four celebrating a special occasion or a large convention using the facilities for several days. The Homestead with its country setting, is a favorite for weddings, reception, reunions and other family events as well as conventions and business meetings.

The Garden Room, which has a capacity of 150 persons, is a bright and cheerful room with French doors opening onto a patio overlooking the beautiful hotel grounds. The patio and lawn areas will accommodate an additional 200 guests.

Our main convention room is located on the second floor. This room, which may be divided for smaller groups, will also accommodate up to 150 people.

The Parlor, located off of the lobby on the main level, is perfect for dinner parties or small business meetings for up to 18 people.

Lodging Accommodations

We presently offer 43 beautifully remodeled rooms for our guests. We have seven separate buildings, each offering a distinct decor exclusive to that building. The two oldest buildings are the Schneitter Family Hotel (formerly the Virginia House) and the Milk House and are designated as "adults only", "no smoking" accommodations.

These designated rooms include a continental breakfast (which is served in the Solarium located at the south end of the Schneitter Family Hotel), luxurious bathrobes, full amenities, and a newspaper delivered to each room. The Milk House room #12 and the Guest House Honeymoon Suite also enjoy all the aforementioned amenities. There is also access to the private hot tub just off of the Solarium. Our lodging rooms will accommodate from two to eight people. Anytime you would like to see the rooms, please check with housekeeping or the front desk.

THE HOMESTEAD
Utah's Famous Country Resort, Established 1886
Midway, Utah
801) 654-1102 and 801)649-2060
Out-of-State Reservation Line 800) 327-7220

Seven buildings offer a variety of overnight accommodations to suit every taste. Our check-out time is 11:00 a.m. and check-in time is 3:00 p.m. All rates are subject to change.

HONEYMOON SUITES AND LUXURY ROOMS

Honeymoon suites and luxury rooms include access to the Virginia House's inviting hot tub and solarium, morning paper, and continental breakfast served in the Virginia House solarium.

THE GUEST HOUSE (ROOM 22) **\$150/2 ppl**
Our Most Luxurious Suite is furnished with king bed and two chairs. Parlor furnished with fireplace, sofa, chair, remote control console television and writing desk. Full bath with mirrored jetted tub for two.

THE MILK HOUSE (ROOM 12) **\$79/2 ppl**
Furnished with king bed, antiques and shower.
No Smoking Room - Adults Only

THE VIRGINIA HOUSE (THE SCHNEITTER FAMILY HOTEL) (ROOMS 1-8) **\$79/2 ppl**
Furnished with one queen bed, antiques and shower.
No Smoking Rooms - Adults Only - No Television

GUEST ROOMS

THE MILK HOUSE (ROOMS 10-11) **\$59/2 ppl**
Furnished with one double bed, antiques and shower.

THE RANCH HOUSE (ROOMS 13-16) AND THE FARM HOUSE (ROOMS 17-20) **\$59/2 ppl**
Furnished with two queen beds and a full bath.

THE GUEST HOUSE (ROOMS 21,23-24) **\$69/2 ppl**
#23 and #24 Furnished with two double beds and a full bath. #21 furnished with King bed and a full bath.

THE VALLEY VIEW (ROOMS 25-32) **\$79/2 ppl**
Bedrooms furnished with two twin, a queen or a king bed(s). Parlor furnished with two chairs, table and a day bed with a trundle bed or a sofa bed. Full bath with dressing room.

THE BARN (ROOMS 33-43) **\$79/4 ppl**
Bedrooms furnished with two queen beds. Bunk room off to the side with a set of bunk beds. Parlor furnished with two chairs, a table and a sofa bed. Full bath with dressing area.

There will be an additional charge of \$7.50 for each additional person in the room. Crib rentals are \$5.00 per night.

WINTER HOURS AND ACTIVITIES



THE HOMESTEAD

The Homestead offers a restaurant, private club, gift shop and many wonderful activities to our guests. Enclosed you will find more information on what The Homestead has to offer.

* * * * *

RESTAURANT HOURS

	Breakfast	Lunch	Dinner
Sunday	8:00 - 10:30	11:30 - 3:00	5:00 - 9:00
Monday - Friday	8:00 - 10:30	11:30 - 2:00	5:00 - 10:00
Saturday	8:00 - 10:30	11:30 - 3:00	5:00 - 10:00

Dinner reservations taken up to 30 minutes before closing.
Hours may change mid-October.

* * * * *

FANNY'S PRIVATE CLUB

Monday	NFL Night	5:00 p.m. - 12:00 Midnight
Tuesday		Closed
Wednesday	Ladies' Night	5:00 p.m. - 9:00 p.m.
Thursday		5:00 p.m. - 9:00 p.m.
Friday		5:00 p.m. - 11:00 p.m.
Saturday		12:00 noon - 11:00 p.m.
Sunday		12:00 noon - 8:00 p.m.

For more information, please inquire at the front desk.

* * * * *

SWIMMING

In the winter, you can enjoy our indoor pool, whirlpool, sauna, hot tub and mineral bath. Resort guests swim free everyday from 8:00 a.m. to 10:00 p.m. Public hours and fees are as follows:

Mon-Fri	Closed	
Sat-Sun	3:30 p.m. - 6:30 p.m.	\$3.00 per person Adults \$2.00 per person Children (12 & under)

Ask about family night and special activity nights.

* * * * *

WHIMSEY GIFT SHOP

Our delightful gift shop offers many things - toothpaste, beautiful jewelry, Crabtree & Evelyn products, stuffed animals, etc.

CROSS COUNTRY SKIING

CROSS COUNTRY SKIING

This year The Homestead has something wonderful and exciting to offer - THE HOMESTEAD CROSS COUNTRY SKI RESORT. For more information, please see enclosed information on the cross country ski resort rates.

* * * * *

SLEIGH RIDES

How about an old-fashioned horse-drawn sleigh ride?!!! Sleigh rides for two, four or a group are available in the beautiful winter wonderland that surrounds The Homestead. For more information call 801) 654-1102.

* * * * *

WINTER TRAIN DELIGHT

All aboard! Ride off on a beautiful old steam engine train through a countryside that is blanketed with glistening snow. What a delightful way to spend a winter afternoon! For more information call the Heber Creeper at 801) 654-2900.

* * * * *

"DREAMS ALOFT" HOT AIR BALLOONING

Enjoy an exhilarating "nature walk" across the sky anytime of the year. Ballooning is remarkably comfortable, even in the winter. The balloon launches every Tuesday morning from our front lawn or available just a few miles away in Park City. Reservations required in advance.

* * * * *

SNOWMOBILING

Guided snowmobile tours for the beginner to the seasoned snowmobiler, on unlimited trails. One to two hour tours or special tours available upon request.

* * * * *

DOWN HILL SKIING

We are only minutes away from four beautiful ski resorts including Sundance, Deer Valley, Park City, and Park West. Please ask about packages at the front desk.

* * * * *

ICE FISHING

Only a few miles away, Deer Creek Reservoir is the perfect place for any fishermen who likes to ice fish.

SUMMER HOURS AND ACTIVITIES



THE HOMESTEAD

The Homestead offers a restaurant, private club, gift shop and many wonderful activities to our guests. Enclosed you will find more information on what The Homestead has to offer.



RESTAURANT HOURS

	<u>Breakfast</u>	<u>Lunch</u>	<u>Dinner</u>
Sunday	8:00 - 10:30	11:30 - 3:00	5:00 - 9:00
Monday - Thursday	8:00 - 10:30	11:30 - 2:30	5:00 - 10:00
Friday	8:00 - 10:30	11:30 - 2:30	5:00 - 10:00
Saturday	8:00 - 10:30	11:30 - 3:00	5:00 - 10:00

Dinner reservations are taken up to 30 minutes before closing.



FANNY'S PRIVATE CLUB

Monday through Thursday	5:00 p.m. - 10:00 p.m.
Friday	5:00 p.m. - 11:00 p.m.
Saturday	4:00 p.m. - 11:00 p.m.
Sunday	4:00 p.m. - 9:00 p.m.

For more information, please inquire at the front desk.



SWIMMING

You can enjoy our indoor and outdoor pools, whirlpool, sauna, hot tub and mineral bath. Resort guests swim free everyday from 8:00 a.m. to 10:00 p.m. Public hours (subject to renovation schedule) and fees are as follows:

Daily	11:00 a.m. - 3:00 p.m.	\$3.00 per person Adults
		\$2.00 per person Children
		(12 & under)



WHIMSEY GIFT SHOP

Stop in Whimsey for a special treat - our new homemade cream and butter fudge in a variety of flavors. Our delightful gift shop offers many things - toothpaste, beautiful jewelry, Crabtree & Evelyn products, stuffed animals, etc. You'll be sure to find the perfect gift for anyone.



THE HOMESTEAD SUMMER ACTIVITIES



Swimming

The Homestead has an indoor pool, outdoor pool, whirlpool, hot tub, mineral bath and sauna for our guests enjoyment.



Yard Games

We have tennis, volleyball, shuffleboard and horseshoes available to our guests only. The hours are 8 a.m. to sunset and yard games are seasonal.



Golf

The Wasatch Mountain State Golf Course is 1/2 mile down the road. You can play nine holes of golf for \$5.00 or 18 holes for \$10. Please call (801) 654-1901 for tee times.



Fishing

Only minutes away is the upper Provo River, long know as one of America's finest fly fishing waters. We are only five miles away from Deer Creek Reservoir's wonderful lake trout fishing.



Windsurfing

Also located at Deer Creek Reservoir, exciting windsurfing. Rentals and instruction available at Deer Creek Island Resort from Jan's Sports.



Sailing

Sunfish and Hobie sailboats are available for rental at Deer Creek Reservoir. Also available from Jan's Sports at Deer Creek Island Resort.



Hiking

The Wasatch Mountain State Park offers spectacular hiking trails. Please check with the Visitor's Center located at the Wasach Mountain State Park.



Horseback Riding

The stables are open at this time. The hours are 10 am to 6 pm, Monday through Saturday and 2 to 6 pm on Sunday. The stables also have mountain bikes for rent, a game room and hay rides available. For more information please call (801) 654-3333 or 654-5241.



EMPLOYEE CONDUCT POLICY

SECTION V

EMPLOYEE CONDUCT POLICY

THESE EMPLOYEE CONDUCT RULES ARE PLACED IN WRITTEN FORM FOR THE BENEFIT OF YOU AND YOUR FELLOW EMPLOYEES SO THAT ALL EMPLOYEES WILL RECEIVE THE SAME FAIR TREATMENT.

Committing any of the following acts is considered just cause for dismissal without notice:

- Abusive or negative actions toward guests.
- Falsification of employment or company records.
- Possession of weapons while on company premises or while performing duties.
- Reporting to work or working while under the influence of intoxicants or controlled substances.
- Possession of intoxicants or controlled substances on company premises.
- Refusal to obey the order of a supervisor.
- Theft or misappropriation of property.
- Willful abuse or destruction of property.
- Willful disruption of or interfering with work schedules.
- Absent three (3) consecutive days without notification.
- Gambling or fighting on company property.
- Clocking in/out for another employee.

Committing of any of the following acts shall be just cause for disciplinary action which could range from reprimand to dismissal:

- Parking in unauthorized zones.
- Smoking in unauthorized places.
- Failing to observe established safety rules.
- Unauthorized presence at guest functions or in guest areas.
- Failure to perform work satisfactorily.
- Failure to maintain a high degree of personal appearance and cleanliness at all times.
- Eating other than at designated times.
- Unauthorized distribution or posting of notices of any type.
- Making or publishing false or malicious statements concerning company employees or services.
- Unauthorized social contacts with guests while on company premises or while performing duties.
- Unauthorized use of telephones or other company supplies or equipment.
- Conducting personal business on company time or premises.
- Late for work three (3) consecutive times or habitual tardiness.
- Absent from work without notification - unexcused absence.
- Failure to obtain pre-approved exception report for overtime.
- Sexual harassment of other employees.

NOTE: THE COMPANY RETAINS THE RIGHT TO EXAMINE ALL PACKAGES IN POSSESSION OF EMPLOYEES GOING IN OR OUT OF COMPANY PROPERTY.

(Signature of Employee)

Date: _____

**SIGNATURE INDICATES YOU HAVE
READ AND UNDERSTAND THE ABOVE AND
THE POLICIES/PROCEDURES STATED
THROUGHOUT THIS MANUAL**

PROPERTY POLICIES

SECTION VI

THE HOMESTEAD EMPLOYEE MEALS

One employee meal is allowed per seven (7) hour shift.

Employee meals are available only at scheduled times and only when the employee is on a scheduled work day. Employees are entitled to one meal per six (6) hour shift.

Wait staff meals must be paid to another wait person.

The employee meal includes one (1) beverage. All other beverages, other than coffee, tea, and herb tea are full \$.35 at all other times. There is an employee soda machine located in the wait station. Beverage restrictions apply to all employees.

Brownies, scones, desserts, etc. must be paid for unless chef has set them out for employees..

All food coming from the kitchen must have a chit marked "paid" and needs to be delivered by a wait person. All employees other than scheduled restaurant personnel should stay out of the kitchen unless there on specific business.

Cooks and dishwashers receive one (1) free meal per shift. Meal type will be at chef's discretion.

Any dishes taken out of the kitchen need to be returned that day.

The Garden Room will be open as an employee dining room. It must be kept clean! Clean up after yourself - don't expect someone else to do so!

Employee Meal Times

Breakfast 7:00 - 7:30 a.m. Summer 7:30 to 8:00 a.m. Winter
Lunch Must be Ordered by 11:15 a.m. or after 1:30 p.m.
Dinner 5:15 - 5:30 p.m.

All times are subject to the amount of business in the dining room. The customers come first. There will be days when the kitchen is too busy to fix employee meals. During the summer, employees are expected to eat in the snack bar.

Breakfast

Two Eggs, Potato, Toast or Scone	\$1.50
Meat	.50
Cereal, Fruit, Roll or Toast	.50
Omelette (2 ingredients)	\$2.00
Stack	\$1.50
Waffle	\$1.50

Lunch and Dinner

Soup	.75
Salad	.75
Employee Special	\$1.50
Fanny's Sandwich	\$1.60
Brownie	.50
Dessert	\$1.75
Pie	.50
Extra Beverage	.35
(Except coffee/tea)	



HOMESTEAD

ONE OF AMERICA'S CLASSIC COUNTRY RESORTS

M E M O R A N D U M

TO: All Homestead Employees

FROM: Britt Mathwich

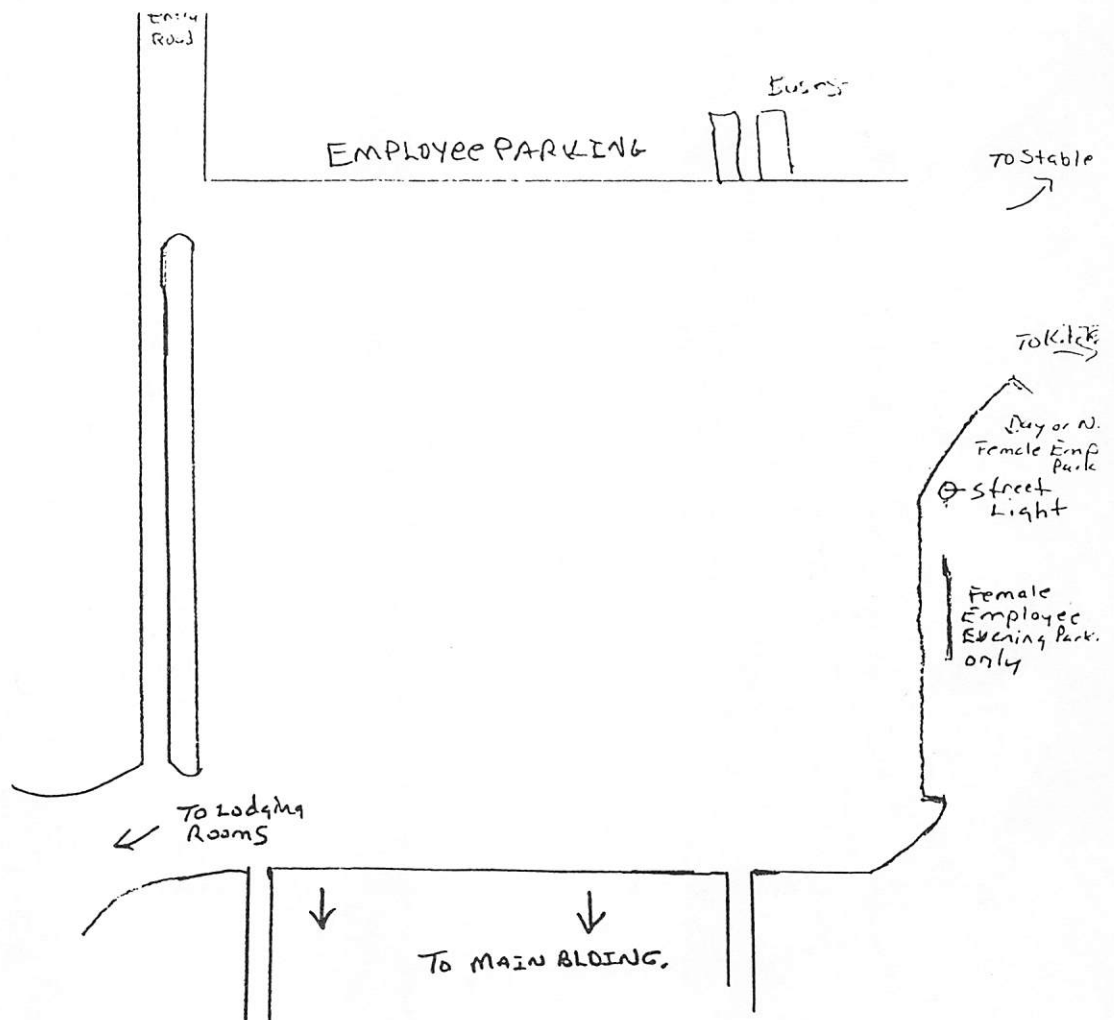
DATE: November 3, 1988

RE: Employee Parking

Below is an employee parking map. All daytime employees must park to the north of the street lamp or on the grass by the busses. Night female employees may park on either side of the street lamp by the busses. All male employees, day or night, must park by the busses. We could all use the exercise!

Thank you.

Britt



FANNY'S PRIVATE CLUB

EMPLOYEE POLICIES

Fanny's Private Club is in operation daily. You may obtain an application for a complimentary membership for Fanny's Private Club from The Homestead in the personnel office. You must have a membership to go in Fanny's. Employees may drink at employee prices in Fanny's and only when off work. No uniforms are allowed. Please bring a change of clothes, sweater or shirt so that your uniform is not identifiable. Fanny's is not an employee lounge; please do not discuss Homestead business around our guests. Responsible drinking is very important. Please do not jeopardize yourself and the rest of the employees by abusing this privileges.

The employees will be allowed to drink if you are in for dinner. We are allowed to drink at employee prices and enjoy dinner at half price with reservations during the week. A bottle of wine may be purchased with dinner. We cannot bend the rules for a few. That would be unfair and resented by your fellow employees.

Employee drink prices are as follows:

Domestic Beer or Wine	\$1.00
Michelob	\$1.10
Premium Beer	\$2.00
Set-Ups	\$1.00
Liquor (at cost)	

No credit will be given. Some items may be subject to availability. And of course, you must be at least twenty-one.

All of these policies are very generous compared to most establishments and your respect and cooperation are necessary for them to continue.

Thank you.

Bar Manager

APPENDIXES

SECTION VII



M E M O R A N D U M

TO: All Great Inns Personnel
FR: Britt Mathwich
DT: November 28, 1988
RE: Personal Appearance

The following guidelines are provided to you to use as a tool in your personal appearance when at work. If there is anything you do not understand, please check with your immediate supervisor or the General Manager. Thank you for your cooperation.

FEMALE: Conservative make-up and hairstyles.

Girls hair should be neatly cared for and kept off the eyes.

Shorts are not accepted at any time (except gift shop and special functions.)

Dresses, dress pants, pant suits are acceptable. Bare midriffs are not acceptable. Skirt length and pants are to be modest in appearance and not draw undue attention as adjudicated by the General Manager/Owner. Mini skirts are not allowed at any time. A mini skirt is defined as one which is more than two inches above the knee when standing. Pants are to be neat and clean. No ragged or frayed cuffs are allowed. Shirts with writing on them should be in good taste, no obscenities.

All clothing is to be neat and clean, inconspicuous, not extreme or odd, and to not draw undue attention.

Shoes must be worn at all times. Thongs are not allowed.

Shirt tails must be worn in, unless cut to be worn out.

Tank top shirts (strapped shoulders) are not acceptable.



Personal Appearance
November 28, 1988
Page two

MALE: Clean shaven or trimmed beards. This does not mean shaving every three days. Either grow a beard or keep clean shaven. Traditional hairstyles only for all personnel with public contact. I.E. hair above collar line for dress shirt, sideburns at or above middle of the ear, hair not to cover further than the middle of the ear.

GENERAL:

Keep uniforms and clothing clean, neat and pressed. Uniforms are specified by department. See your supervisor for details.

Shoes must be clean and polished.

All food service personnel must have hair either cut short in a traditional style or have it pinned and tied back.

All Kitchen personnel must wear hats at all times.

All personnel (including maintenance and kitchen) who are working in public areas must maintain their uniform appearance at all times. If you get dirty, change your uniform before meeting with the public.

Office or non-uniformed employees in public contact are to wear clean, neat, pressed clothes in a traditional business or western style.

These general appearance guidelines are outlined and enforced to enhance the image of the properties to our guests. If you need further clarification of the guidelines, please contact your immediate supervisor or Personnel. If you do not wish to comply, notify your immediate supervisor so that appropriate employment severance documents can be completed.

I, the undersigned, have read, understand and will comply to the above "Great Inns Personal Appearance Code".

Signature: _____ Date: _____

EMPLOYEE BENEFIT PROGRAM**TRAVEL BENEFITS**

AIRFARE: Discount airline tickets are available through The Homestead for an employee and one guest using major airlines such as Delta, American and United. You must have a definite date before inquiring and turn in all information 45 days prior to departure. All tickets must be paid for 30 days prior to departure.

For more information, please see Office Manager.

RENTAL CAR: Rental car discounts are available in some areas. If you are using the rental car along with air travel, please list on your airfare reservation form. Out-of-state car rental is for employees only. In-state car rental is available for the employee and the employee's immediate family. Rental cars must be reserved 45 days prior to use. All drivers must be 21 years of age and have a valid driver's license. The Homestead will not be responsible for insurance on the vehicles. All rental cars must be paid for 30 days in advance.

For more information, please see Office Manager.

LODGING & DINING

LODGING: Rooms either at The Lodge or The Homestead are offered at 50% discount on a space-available basis for the employee and their immediate family. (The employee must be present, "immediate family" is defined as the employee's spouse and those living with the employee who are under the age of 18.)

Please see you supervisor for the room request form.

DINING: Each full-time employee may bring up to three guests, one time per month, for breakfast, lunch or dinner at a 50% discount. Food only is included in the discount. This is again on a space-available basis.

Please contact the innkeeper or food and beverage manager at least 24 hours in advance.

HOMESTEAD ACTIVITIES

SLEIGH RIDES: Sleigh rides are available through The Homestead for the employee, their immediate family and friends.

The cost is \$3.50 per person on public sleigh rides. These must be booked within 24 hours of ride. This is on a space-available basis. Please contact the Office Manager or Concierge.

Private sleigh rides may be booked through the Concierge. The sleigh will accommodate up to 20 people. The cost is \$3.50 per person with a \$40.00 minimum.

SNOWMOBILES: The Homestead has 30 Polaris Indy Sport snowmobiles for rent at the Wasatch Mtn. State Park. You may take advantage of a beautiful guided tours to Cascade Springs. Available to the employee and one guest at a 50% discount. Monday through Thursday only on a space-available basis. Reservations are required through the ski shop at 654-5810.

X-C SKIING: The Homestead Cross Country Ski concession is located at the Wasatch Mtn. State Park. You may bring one guest to ski. The trail pass is \$3.00 per person and rentals are \$5.00 per person. Please contact Winter Sports Director at the ski shop for space-available reservation at 654-5810.

SWIMMING: Swimming is available free of charge to the employee and their immediate family. This is on a space-available basis. The employee or spouse must be present if children are swimming.

EMPLOYEE ID CARDS

The employee ID card will be used to gain admittance into the pool area, and receive employee discounts. The ID card has to be filled out completely, initialed by accounting and laminated before it is valid. The card must be shown at the time of purchase or to the pool attendant to gain access into the pool area. If the employee doesn't have their ID card they will be charged the regular price for swimming and purchases. It is your responsibility to be aware of The Homestead's policies. So please read the following employee pool rules and regulations. Failure to abide by The Homestead employee pool policies will result in suspension or revocation privileges and/or employment termination. ID cards must be turned in to accounting with your termination papers in order to claim your last pay check.

- 1) Pool Hours 8:00 a.m. - 10:00 p.m.
- 2) No one is allowed in the pool after hours.
- 3) Pool Admittance Procedures
 - a. Show employee ID card to pool attendant or front desk.
 - b. Sign in:

Name and no. in party
Employee ID card no.
Date
No. of towels
 - c. Identify number of guests
 - d. Employees are asked not to use The Homestead lounge chairs when the pool deck is crowded.
- 4) Guest Policy

The employee's immediate family is allowed to use The Homestead's pool facilities if the following procedures are observed.

- a. Family members must be under 18 years of age, unmarried and living at home.
- b. Employees who are under 18 years of age may bring their immediate family (consist of brothers and sisters who are not married, and parents).
- c. Family members must show your ID card and sign in.

- d. Employee's are responsible for informing their family and guests about the pool rules. Employees can be held responsible for their family or guests inability to abide by the rules.
- e. Employee guests must be accompanied by the employee. Employee guests are required to pay a \$2.00 per person fee for swimming but may swim anytime during pool hours.
- f. All family members must be listed on the employee's ID card or a \$2.00 guest fee will be charged.

5) Rental Items

- a. All rental items are regular price for employees.
- b. Rental items can not be charged.
- c. Rental items must be signed out and in. Employee ID card must be held until the item is returned.

6) Pool Rules

- a. When "No lifeguard on duty" children under 14 years old must be accompanied by an adult.
- b. "Lifeguard on duty" (June - August) children under 8 years old must be accomanied by an adult.
- c. Children under 16 years old must be accompanied by an adult when using the hot tub, dry sauna or mineral bath.
- e. No running on pool deck.
- f. No diving in shallow end.
- g. No flips off the side of the pool.
- h. No rough play.
- i. No glass containers.
- j. No alcoholic beverages.
- k. Infants are required to wear plastic pants and swim suits.
- l. No food allowed on pool deck.
- m. No T-shirts or cut-offs allowed in pool.